



LEVEL - 1

To register your Query / Request / Complaint:

- (a) Visit your nearest Branch & convey the issue to Branch staff / Branch Manager.
- (b) If Branch visit is not possible, you may contact us on Toll Free Number 1800 233 0340 or call on Branch contact Numbers.

Individual Branch Contact details & Email IDs are available under section "Contact Us → Branch Locator"



LEVEL - 2

- If LEVEL-1 does not meet your expectation,
- (a) Fill in Complaint Form available at Branch.
 - (b) Write an Email to Branch.
 - (c) Lodge a Complaint through Bank website:
<https://dispute.vjsbl.bank.in>

Individual Branch Contact details & Email IDs are available under section "Contact Us → Branch Locator"



LEVEL - 3

If LEVEL-2 does not meet your expectation, you may contact our Bank's "Principal Nodal Officer" The details are as below:

Name of the Principal Nodal Officer: Mr. Vinodchandra Vyas
Email ID: ceo@vjsbl.com
Contact details:91-9923905700



LEVEL - 4

BANKING OMBUDSMAN

If your complaint remains unresolved beyond 30 days after contacting Levels 1, 2, and 3,

- (a) You may write to Banking Ombudsman at Centralised Receipt and Processing Centre (CRPC)
4th Floor, Reserve Bank of India, Sector 17,
Central Vista, Chandigarh – 160017.
Email ID: crpc@rbi.org.in
OR
- (b) You may file a complaint through the Complaint Management System (CMS) of the Banking Ombudsman: <https://cms.rbi.org.in>